



IBM ServicePacs offers committed service warranty and maintenance upgrades for IBM Storage

Table of contents

1	Overview	12	Prices
1	Planned availability date	13	Announcement countries
2	Description		

At a glance

IBM® Storage Division ServicePac® portfolio updated to include Machine type 3572, Models S5H and S5R and Machine type 1746, Models C4T, T4D, E4T and T4E.

Overview

IBM ServicePac products offer a range of hardware maintenance or maintenance upgrade coverage in an electronic format. ServicePacs are available through the same IBM Business Partners who sell the related IBM hardware. With these ServicePacs, you get an upgrade solution at the same time you purchase the IBM machine. The number of unique ServicePacs is kept to a minimum and each part number supports a range of machine types.

To select the correct ServicePac for a particular machine type, a selection guide is available with a complete list of machine types for cross-reference. Alternatively, additional ServicePac information and prices can be found at

<https://www-304.ibm.com/sales/gss/download/spst/servicepac/extProductSelectorWWW.do>

ServicePacs can be ordered by part number through SAP in the same way other IBM products are ordered. The simple registration process ensures fast and efficient coverage. To be eligible for service, a ServicePac must be purchased within 30 days of the purchase of the machine type to which it applies. A ServicePac must be registered within 15 days of purchase by completing the ServicePac online registration at

<http://www.ibm.com/servicepac>

Planned availability date

March 8, 2011

Description

Storage ServicePac - Committed Service

Three-year on-site 24 hour committed service

The following part numbers are available in the following countries:

- Bulgaria
- Croatia
- Czech Republic
- Hungary
- Morocco
- Poland
- Romania
- Serbia
- Slovakia
- Slovenia
- Tunisia
- Turkey

ServicePac part number	ID	Base warranty				ServicePac description	Eligible machine type model		
12X7171	SD300	SOF	3YR	IOR	NBD	3YR IOR 24x7x24hr	3582	L23	
12X7172	SD301	SAP	3YR	IOR	NBD	3YR IOR 24x7x24hr	3573	F3H	L32
							3573	L3H	L4H
12X7173	SD302	SAP	3YR	IOR	NBD	3YR IOR 24x7x24hr	3573	F3S	L3S
12X7174	SD303	SAP	3YR	IOR	NBD	3YR IOR 24x7x24hr	1814	70H	
12X7175	SD304	SAP	3YR	IOR	NBD	3YR IOR 24x7x24hr	1814	72H	
12X7176	SD305	SAP	3YR	IOR	NBD	3YR IOR 24x7x24hr	1815	80H	
12X7177	SD306	SAP	3YR	IOR	NBD	3YR IOR 24x7x24hr	1815	82H	
12X7178	SD307	SAP	3YR	IOR	NBD	3YR IOR 24x7x24hr	1815	84H	
12X7179	SD308	SAP	3YR	IOR	NBD	3YR IOR 24x7x24hr	1815	88H	
12X7180	SD309	SAP	3YR	IOR	NBD	3YR IOR 24x7x24hr	1812	81H	
12X7181	SD310	SAP	1YR	IOR	NBD	3YR IOR 24x7x24hr	2005	16B	
12X7182	SD311	SAP	1YR	IOR	NBD	3YR IOR 24x7x24hr	2005	32B	
12X7183	SD312	SAP	1YR	IOR	NBD	3YR IOR 24x7x24hr	3576	E9U	
12X7184	SD313	SAP	1YR	IOR	NBD	3YR IOR 24x7x24hr	3576	L5B	
44D4671	SD355	SAP	3YR	IOR	NBD	3YR IOR 24x7x24hr	1814	7VH	
44D4673	SD357	SAP	3YR	IOR	NBD	3YR IOR 24x7x24hr	1812	8VH	
44J8640	SD465	SOF	3YR	IOR	NBD	3YR IOR 24x7x24hr	1812	81A	
44J8641	SD466	SOF	3YR	IOR	NBD	3YR IOR 24x7x24hr	1814	70A	
44J8642	SD467	SOF	3YR	IOR	NBD	3YR IOR 24x7x24hr	1814	72A	
44J8643	SD468	SOF	3YR	IOR	NBD	3YR IOR 24x7x24hr	1815	80A	
44J8644	SD469	SOF	3YR	IOR	NBD	3YR IOR 24x7x24hr	1815	82A	
44J8645	SD470	SOF	3YR	IOR	NBD	3YR IOR 24x7x24hr	1815	84A	
44J8646	SD471	SOF	3YR	IOR	NBD	3YR IOR 24x7x24hr	1815	88A	
44J8647	SD472	SOF	1YR	IOR	NBD	3YR IOR 24x7x24hr	2005	B16	
44J8648	SD473	SOF	1YR	IOR	NBD	3YR IOR 24x7x24hr	2005	B32	
44J8649	SD474	SOF	3YR	IOR	NBD	3YR IOR 24x7x24hr	3573	L4U	
44J8650	SD475	SOF	3YR	IOR	NBD	3YR IOR 24x7x24hr	3573	L2U	
46D4236	SD526	SAP	3YR	IOR	NBD	3YR IOR 24x7x24hr	1726	All models	
46D4242	SD532	SAP	3YR	IOR	NBD	3YR IOR 24x7x24hr	1727	All models	

The following part numbers are available in the following countries:

- Austria
- Germany
- Switzerland

ServicePac part number	ID	Base warranty	ServicePac description	Eligible machine type model
51J8654	SD538	SAP 3YR IOR NBD	3YR IOR 24x7x24hr	1726 All models
51J8657	SD541	SAP 3YR IOR NBD	3YR IOR 24x7x24hr	1727 All models
51J8660	SD544	SAP 3YR IOR NBD	3YR IOR 24x7x24hr	1812 81H
51J8663	SD547	SOF 3YR IOR NBD	3YR IOR 24x7x24hr	1812 81A
51J8666	SD550	SAP 3YR IOR NBD	3YR IOR 24x7x24hr	1812 8VH
51J8669	SD553	SAP 3YR IOR NBD	3YR IOR 24x7x24hr	1814 70H
51J8672	SD556	SOF 3YR IOR NBD	3YR IOR 24x7x24hr	1814 80A
51J8675	SD559	SAP 3YR IOR NBD	3YR IOR 24x7x24hr	1814 82H
51J8678	SD562	SOF 3YR IOR NBD	3YR IOR 24x7x24hr	1814 82A
51J8681	SD565	SAP 3YR IOR NBD	3YR IOR 24x7x24hr	1814 7VH
51J8684	SD568	SAP 3YR IOR NBD	3YR IOR 24x7x24hr	1815 80H
51J8687	SD571	SOF 3YR IOR NBD	3YR IOR 24x7x24hr	1815 80A
51J8690	SD574	SAP 3YR IOR NBD	3YR IOR 24x7x24hr	1815 82H
51J8693	SD577	SOF 3YR IOR NBD	3YR IOR 24x7x24hr	1815 82A
51J8696	SD580	SAP 3YR IOR NBD	3YR IOR 24x7x24hr	1815 84H
51J8699	SD583	SOF 3YR IOR NBD	3YR IOR 24x7x24hr	1815 84A
51J8702	SD586	SAP 3YR IOR NBD	3YR IOR 24x7x24hr	1815 88H
51J8705	SD589	SOF 3YR IOR NBD	3YR IOR 24x7x24hr	1815 88A
51J8708	SD592	SAP 1YR IOR NBD	3YR IOR 24x7x24hr	2005 16B
51J8711	SD595	SOF 1YR IOR NBD	3YR IOR 24x7x24hr	2005 B16
51J8714	SD598	SAP 1YR IOR NBD	3YR IOR 24x7x24hr	2005 32B
51J8717	SD601	SOF 1YR IOR NBD	3YR IOR 24x7x24hr	2005 B32
51J8720	SD604	SAP 3YR IOR NBD	3YR IOR 24x7x24hr	3573 F3H L3H
				3573 L4H
51J8723	SD607	SOF 3YR IOR NBD	3YR IOR 24x7x24hr	3573 L4U
51J8726	SD610	SAP 3YR IOR NBD	3YR IOR 24x7x24hr	3573 F3S L32
				3573 L3S
51J8729	SD613	SOF 3YR IOR NBD	3YR IOR 24x7x24hr	3573 L2U
51J8732	SD616	SAP 1YR IOR NBD	3YR IOR 24x7x24hr	3576 E9U
51J8735	SD619	SAP 1YR IOR NBD	3YR IOR 24x7x24hr	3576 L5B
51J8738	SD622	SOF 3YR IOR NBD	3YR IOR 24x7x24hr	3582 L23

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- Austria
- Bulgaria
- Croatia
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- Serbia
- Slovakia
- Slovenia
- Switzerland
- Tunisia
- Turkey

ServicePac part number	ID	Base warranty	ServicePac description	Eligible machine type model
84Y2711	SD878	SAP 1YR IOL NBD	3YR IOR 24x7x24hr	3572 All Models
				4002 AC2 C2A
				4002 BC2 C2B
				4002 BY4
				4002 AG4 G4A
84Y2712	SD879	SAP 1YR IOL NBD	3YR IOR 24x7x24hr	4002 AC4 C4A

									4002 AG5 G5A
84Y2713	SD880	SAP	1YR	IOL	NBD	3YR	IOR	24x7x24hr	4002 BC4 C4B
84Y2714	SD881	SAP	1YR	IOL	NBD	3YR	IOR	24x7x24hr	4002 AX2 XA2
									4002 AC5 C5A
									4273 48E E48
84Y2716	SD883	SAP	1YR	IOL	NBD	3YR	IOR	24x7x24hr	3758 32E B32
									4002 BC5 C5B
84Y2718	SD884	SOF	1YR	IOL	NBD	3YR	IOR	24x7x24hr	2101 N42
84Y2717	SD885	SOF	3YR	IOL	NBD	3YR	IOR	24x7x24hr	1814 52A
									1814 92H
84Y2719	SD886	SOF	3YR	IOL	NBD	3YR	IOR	24x7x24hr	2858 A12
84Y2720	SD887	SOF	1YR	24x7x4		3YR	IOR	24x7x24hr	1818 D1A
84Y2721	SD888	SOF	3YR	IOL	NBD	3YR	IOR	24x7x24hr	1814 20A 94H
									1814 98H
84Y2722	SD889	SOF	3YR	IOL	NBD	3YR	IOR	24x7x24hr	2858 A22
84Y2723	SD890	SOF	1YR	24x7x4		3YR	IOR	24x7x24hr	1818 51A
			1YR	24x7x4					1818 G1A
84Y2724	SD891	SOF	1YR	24x7x7		3YR	IOR	24x7x24hr	1818 53A
88Y9454	SD917	SAP	3YR	IOL	NBD	3YR	IOR	24x7x24hr	3580 S5E
91Y3161	SD920	SAP	3YR	IOL	NBD	3YR	IOR	24x7x24hr	3580 S5X
									4002 BY2 CY2
91Y3876	SD934	SAP	3YR	IOL	NBD	3YR	IOR	24x7x24hr	1746 A2D A2S
									1746 A4E E4A
			3YR	IOL	NBD				1746 C2A E4A
			3YR	IOL	NBD				1746 E4T T4E
			3YR	IOL	NBD				1747 24X HC2
91Y3877	SD935	SAP	3YR	IOL	NBD	3YR	IOR	24x7x24hr	1746 A4D A4S
			3YR	IOL	NBD				1746 C4A C4T
			3YR	IOL	NBD				1746 T4D
91Y3878	SD936	SAP	3YR	IOL	NBD	3YR	IOR	24x7x24hr	1746 A2E E2A
			3YR	IOL	NBD				1747 12X HC1

Four-year on-site 24 hour committed service

The following part numbers are available in the following countries:

- Austria
- Bulgaria
- Croatia
- Czech Republic
- Germany
- Hungary
- Morocco
- Poland
- Romania
- Serbia
- Slovakia
- Slovenia
- Switzerland
- Tunisia
- Turkey

ServicePac part number	ID	Base warranty	ServicePac description	Eligible machine type model
54Y4728	SD721	SAP 3YR IOR NBD	4YR IOR 24x7x24hr	1726 All models
54Y4729	SD722	SAP 3YR IOR NBD	4YR IOR 24x7x24hr	1727 All models
54Y4730	SD723	SOF 3YR IOR NBD	4YR IOR 24x7x24hr	1812 81H 81A
				1812 8VH
54Y4731	SD724	SOF 3YR IOR NBD	4YR IOR 24x7x24hr	1814 70A 70H
54Y4732	SD725	SAP 3YR IOR NBD	4YR IOR 24x7x24hr	1814 7VH
54Y4733	SD726	SOF 3YR IOR NBD	4YR IOR 24x7x24hr	1814 72A 72H
54Y4734	SD727	SOF 3YR IOR NBD	4YR IOR 24x7x24hr	1815 80A 80H

										1815	82A	82H
54Y4735	SD728	SOF	3YR	IOR	NBD	4YR	IOR	24x7x24hr	1815	84A	84H	
54Y4736	SD729	SOF	3YR	IOR	NBD	4YR	IOR	24x7x24hr	1815	88A	88H	
54Y4737	SD730	SOF	3YR	IOR	NBD	4YR	IOR	24x7x24hr	2005	16B	B16	
54Y4738	SD731	SOF	3YR	IOR	NBD	4YR	IOR	24x7x24hr	2005	32B	B32	
54Y4739	SD732	SOF	3YR	IOR	NBD	4YR	IOR	24x7x24hr	3573	F3H	L3H	
									3573	L4H	L4U	
54Y4740	SD733	SOF	3YR	IOR	NBD	4YR	IOR	24x7x24hr	3573	F3S	L2U	
									3573	L32	L3S	
54Y4741	SD734	SAP	3YR	IOR	NBD	4YR	IOR	24x7x24hr	3576	E9U		
54Y4742	SD735	SAP	3YR	IOR	NBD	4YR	IOR	24x7x24hr	3576	L5B		
54Y4743	SD736	SOF	3YR	IOR	NBD	4YR	IOR	24x7x24hr	3582	L23		

Five-year on-site 24 hour committed service

The following part numbers are available in the following countries:

- Austria
- Bulgaria
- Croatia
- Czech Republic
- Germany
- Hungary
- Morocco
- Poland
- Romania
- Serbia
- Slovakia
- Slovenia
- Switzerland
- Tunisia
- Turkey

ServicePac part number	ID	Base warranty				ServicePac description	Eligible machine type model				
54Y4776	SD769	SAP	3YR	IOR	NBD	5YR IOR 24x7x24hr	1726	All	models		
54Y4777	SD770	SAP	3YR	IOR	NBD	5YR IOR 24x7x24hr	1727	All	models		
54Y4778	SD771	SOF	3YR	IOR	NBD	5YR IOR 24x7x24hr	1812	81A	81H		
							1812	8VH			
54Y4779	SD772	SOF	3YR	IOR	NBD	5YR IOR 24x7x24hr	1814	70A	70H		
54Y4780	SD773	SAP	3YR	IOR	NBD	5YR IOR 24x7x24hr	1814	7VH			
54Y4781	SD774	SOF	3YR	IOR	NBD	5YR IOR 24x7x24hr	1814	72A	72H		
54Y4782	SD775	SOF	3YR	IOR	NBD	5YR IOR 24x7x24hr	1815	80A	80H	82A	
							1815	81A	82H		
54Y4783	SD776	SOF	3YR	IOR	NBD	5YR IOR 24x7x24hr	1815	84A	84H		
54Y4784	SD777	SOF	3YR	IOR	NBD	5YR IOR 24x7x24hr	1815	88A	88H		
54Y4785	SD778	SOF	3YR	IOR	NBD	5YR IOR 24x7x24hr	2005	16B	B16		
54Y4786	SD779	SOF	3YR	IOR	NBD	5YR IOR 24x7x24hr	2005	32B	B32		
54Y4787	SD780	SOF	3YR	IOR	NBD	5YR IOR 24x7x24hr	3573	F3H	L3H		
							3573	L4H	L4U		
54Y4788	SD781	SOF	3YR	IOR	NBD	5YR IOR 24x7x24hr	3573	F3S	L2U		
							3573	L32	L3S		
54Y4789	SD782	SAP	3YR	IOR	NBD	5YR IOR 24x7x24hr	3576	E9U			
54Y4790	SD783	SAP	3YR	IOR	NBD	5YR IOR 24x7x24hr	3576	L5B			
54Y4791	SD784	SOF	3YR	IOR	NBD	5YR IOR 24x7x24hr	3582	L23			

Three-year on-site 8 hour committed service

The following part numbers are available in the following countries:

- Bulgaria
- Croatia

- Czech Republic
- Hungary
- Morocco
- Poland
- Romania
- Serbia
- Slovakia
- Slovenia
- Tunisia

ServicePac part number	ID	Base warranty				ServicePac description	Eligible machine type model
12X7157	SD286	SOF	3YR	IOR	NBD	3YR IOR 24x7x8hr	3582 L23
12X7158	SD287	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	3573 F3H L3H 3573 L4H
12X7159	SD288	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	3573 F3S L32 3573 L3S
12X7160	SD289	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1814 70H
12X7161	SD290	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1814 72H
12X7162	SD291	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1815 80H
12X7163	SD292	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1815 82H
12X7164	SD293	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1815 84H
12X7165	SD294	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1815 88H
12X7166	SD295	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1812 81H
12X7167	SD296	SAP	1YR	IOR	NBD	3YR IOR 24x7x8hr	2005 16B
12X7168	SD297	SAP	1YR	IOR	NBD	3YR IOR 24x7x8hr	2005 32B
12X7169	SD298	SAP	1YR	IOR	NBD	3YR IOR 24x7x8hr	3576 E9U
12X7170	SD299	SAP	1YR	IOR	NBD	3YR IOR 24x7x8hr	3576 L5B
44D4670	SD354	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1814 7VH
44D4672	SD356	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1812 8VH
44J8629	SD454	SOF	3YR	IOR	NBD	3YR IOR 24x7x8hr	1812 81A
44J8630	SD455	SOF	3YR	IOR	NBD	3YR IOR 24x7x8hr	1814 70A
44J8631	SD456	SOF	3YR	IOR	NBD	3YR IOR 24x7x8hr	1814 72A
44J8632	SD457	SOF	3YR	IOR	NBD	3YR IOR 24x7x8hr	1815 80A
44J8633	SD458	SOF	3YR	IOR	NBD	3YR IOR 24x7x8hr	1815 82A
44J8634	SD459	SOF	3YR	IOR	NBD	3YR IOR 24x7x8hr	1815 84A
44J8635	SD460	SOF	3YR	IOR	NBD	3YR IOR 24x7x8hr	1815 88A
44J8636	SD461	SOF	1YR	IOR	NBD	3YR IOR 24x7x8hr	2005 B16
44J8637	SD462	SOF	1YR	IOR	NBD	3YR IOR 24x7x8hr	2005 B32
44J8638	SD463	SOF	3YR	IOR	NBD	3YR IOR 24x7x8hr	3573 L4U
44J8639	SD464	SOF	3YR	IOR	NBD	3YR IOR 24x7x8hr	3573 L2U
46D4237	SD527	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1726 All models
46D4243	SD533	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1727 All models

The following part numbers are available in the following countries:

- Switzerland

ServicePac part number	ID	Base warranty				ServicePac description	Eligible machine type model
51J8655	SD539	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1726 All models
51J8658	SD542	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1727 All models
51J8661	SD545	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1812 81H
51J8664	SD548	SOF	3YR	IOR	NBD	3YR IOR 24x7x8hr	1812 81A
51J8667	SD551	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1812 8VH
51J8670	SD554	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1814 70H
51J8673	SD557	SOF	3YR	IOR	NBD	3YR IOR 24x7x8hr	1814 80A
51J8676	SD560	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1814 82H
51J8679	SD563	SOF	3YR	IOR	NBD	3YR IOR 24x7x8hr	1814 82A
51J8682	SD566	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1814 7VH
51J8685	SD569	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1815 80H
51J8688	SD572	SOF	3YR	IOR	NBD	3YR IOR 24x7x8hr	1815 80A
51J8691	SD575	SAP	3YR	IOR	NBD	3YR IOR 24x7x8hr	1815 82H
51J8694	SD578	SOF	3YR	IOR	NBD	3YR IOR 24x7x8hr	1815 82A

51J8697	SD581	SAP	3YR	IOR	NBD	3YR	IOR	24x7x8hr	1815	84H
51J8700	SD584	SOF	3YR	IOR	NBD	3YR	IOR	24x7x8hr	1815	84A
51J8703	SD587	SAP	3YR	IOR	NBD	3YR	IOR	24x7x8hr	1815	88H
51J8706	SD590	SOF	3YR	IOR	NBD	3YR	IOR	24x7x8hr	1815	88A
51J8709	SD593	SAP	1YR	IOR	NBD	3YR	IOR	24x7x8hr	2005	16B
51J8712	SD596	SOF	1YR	IOR	NBD	3YR	IOR	24x7x8hr	2005	B16
51J8715	SD599	SAP	1YR	IOR	NBD	3YR	IOR	24x7x8hr	2005	32B
51J8718	SD602	SOF	1YR	IOR	NBD	3YR	IOR	24x7x8hr	2005	B32
51J8721	SD605	SAP	3YR	IOR	NBD	3YR	IOR	24x7x8hr	3573	F3H L3H
									3573	L4H
51J8724	SD608	SOF	3YR	IOR	NBD	3YR	IOR	24x7x8hr	3573	L4U
51J8727	SD611	SAP	3YR	IOR	NBD	3YR	IOR	24x7x8hr	3573	F3S L32
									3573	L3S
51J8730	SD614	SOF	3YR	IOR	NBD	3YR	IOR	24x7x8hr	3573	L2U
51J8733	SD617	SAP	1YR	IOR	NBD	3YR	IOR	24x7x8hr	3576	E9U
51J8736	SD620	SAP	1YR	IOR	NBD	3YR	IOR	24x7x8hr	3576	L5B
51J8739	SD623	SOF	3YR	IOR	NBD	3YR	IOR	24x7x8hr	3582	L23

The following part numbers are available in the following countries:

- Bulgaria
- Croatia
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- Poland
- Romania
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- Slovenia
- Switzerland
- Tunisia

ServicePac part number	ID	Base warranty				ServicePac description	Eligible machine type model
84Y2725	SD892	SAP	1YR	IOL	NBD	3YR IOR 24x7x8hr	3572 All models
84Y2726	SD893	SAP	1YR	IOL	NBD	3YR IOR 24x7x8hr	4002 BY4
							4002 AC2 C2A
							4002 BC2 C2B
							4002 AC4 C4A
							4002 AG4 G4A
84Y2727	SD894	SAP	1YR	IOL	NBD	3YR IOR 24x7x8hr	4002 BC4 C4B
							4002 AG5 G5A
84Y2728	SD895	SAP	1YR	IOL	NBD	3YR IOR 24x7x8hr	4002 AX2 XA2
							4002 AC5 C5A
							4273 48E E48
84Y2729	SD896	SAP	1YR	IOL	NBD	3YR IOR 24x7x8hr	3758 32E B32
							4002 BC5 C5B
84Y2730	SD897	SOF	1YR	IOL	NBD	3YR IOR 24x7x8hr	2101 N42
84Y2731	SD898	SOF	3YR	IOL	NBD	3YR IOR 24x7x8hr	1814 52A
							1814 92H
84Y2732	SD899	SOF	3YR	IOL	NBD	3YR IOR 24x7x8hr	2858 A12
84Y2733	SD900	SOF	1YR	24x7x4		3YR IOR 24x7x8hr	1818 D1A
84Y2734	SD901	SOF	3YR	IOL	NBD	3YR IOR 24x7x8hr	2858 A22
84Y2735	SD902	SOF	3YR	IOL	NBD	3YR IOR 24x7x8hr	1814 20A
							1814 94H 98H
84Y2736	SD903	SOF	1YR	24x7x4		3YR IOR 24x7x8hr	1818 51A
							1818 G1A
84Y2737	SD904	SOF	1YR	24x7x4		3YR IOR 24x7x8hr	1818 53A
88Y9455	SD918	SAP	3YR	IOL	NBD	3YR IOR 24x7x8hr	3580 S5E
91Y3162	SD921	SAP	3YR	IOL	NBD	3YR IOR 24x7x8hr	3580 S5X
91Y3879	SD937	SAP	3YR	IOL	NBD	3YR IOR 24x7x8hr	1746 A2D A2S
							1746 C2A
91Y3880	SD938	SAP	3YR	IOL	NBD	3YR IOR 24x7x8hr	1746 A4E E4A
							1746 E4T T4E

			3YR	IOL	NBD				1747	24X	HC2
									4002	BY2	CY2
91Y3881	SD939	SAP	3YR	IOL	NBD	3YR	IOR	24x7x8hr	1746	A4D	A4S
			3YR	IOL	NBD				1746	C4A	C4T
			3YR	IOL	NBD				1746	T4D	
91Y3882	SD940	SAP	3YR	IOL	NBD	3YR	IOR	24x7x8hr	1746	A2E	E2A
			3YR	IOL	NBD				1747	12X	HC1

Four-year on-site 8 hour committed service

The following part numbers are available in the following countries:

- Bulgaria
- Croatia
- Czech Republic
- Hungary
- Morocco
- Poland
- Romania
- Serbia
- Slovakia
- Slovenia
- Switzerland
- Tunisia

ServicePac part number	ID	Base warranty	ServicePac description	Eligible machine type model
54Y4744	SD737	SAP 3YR IOR NBD	4YR IOR 24x7x8hr	1726 All models
54Y4745	SD738	SAP 3YR IOR NBD	4YR IOR 24x7x8hr	1727 All models
54Y4746	SD739	SOF 3YR IOR NBD	4YR IOR 24x7x8hr	1812 81H 81A 8VH
54Y4747	SD740	SOF 3YR IOR NBD	4YR IOR 24x7x8hr	1814 70A 70H
54Y4748	SD741	SAP 3YR IOR NBD	4YR IOR 24x7x8hr	1814 7VH
54Y4749	SD742	SOF 3YR IOR NBD	4YR IOR 24x7x8hr	1814 72A 72H
54Y4750	SD743	SOF 3YR IOR NBD	4YR IOR 24x7x8hr	1815 80A 80H 82A
				1815 81A 82H
54Y4751	SD744	SOF 3YR IOR NBD	4YR IOR 24x7x8hr	1815 84A 84H
54Y4752	SD745	SOF 3YR IOR NBD	4YR IOR 24x7x8hr	1815 88A 88H
54Y4753	SD746	SOF 3YR IOR NBD	4YR IOR 24x7x8hr	2005 16B B16
54Y4754	SD747	SOF 3YR IOR NBD	4YR IOR 24x7x8hr	2005 32B B32
54Y4755	SD748	SOF 3YR IOR NBD	4YR IOR 24x7x8hr	3573 F3H L3H
				3573 L4H L4U
54Y4756	SD749	SOF 3YR IOR NBD	4YR IOR 24x7x8hr	3573 F3S L2U
				3573 L32 L3S
54Y4757	SD750	SAP 3YR IOR NBD	4YR IOR 24x7x8hr	3576 E9U
54Y4758	SD751	SAP 3YR IOR NBD	4YR IOR 24x7x8hr	3576 L5B
54Y4759	SD752	SOF 3YR IOR NBD	4YR IOR 24x7x8hr	3582 L23

Five-year on-site 8 hour committed service

The following part numbers are available in the following countries:

- Bulgaria
- Croatia
- Czech Republic
- Hungary
- Morocco
- Poland
- Romania
- Serbia
- Slovakia

- Slovenia
- Switzerland
- Tunisia

ServicePac part number	ID	Base warranty	ServicePac description	Eligible machine type model
54Y4792	SD785	SAP 3YR IOR NBD	5YR IOR 24x7x8hr	1726 All models
54Y4793	SD786	SAP 3YR IOR NBD	5YR IOR 24x7x8hr	1727 All models
54Y4794	SD787	SOF 3YR IOR NBD	5YR IOR 24x7x8hr	1812 81H 81A 1812 8VH
54Y4795	SD788	SOF 3YR IOR NBD	5YR IOR 24x7x8hr	1814 70H 70H
54Y4796	SD789	SAP 3YR IOR NBD	5YR IOR 24x7x8hr	1814 7VH
54Y4797	SD790	SOF 3YR IOR NBD	5YR IOR 24x7x8hr	1814 72A 72H
54Y4798	SD791	SOF 3YR IOR NBD	5YR IOR 24x7x8hr	1815 80A 80H 1815 82A 82H
54Y4799	SD792	SOF 3YR IOR NBD	5YR IOR 24x7x8hr	1815 84A 84H
54Y4800	SD793	SOF 3YR IOR NBD	5YR IOR 24x7x8hr	1815 88A 88H
54Y4801	SD794	SOF 3YR IOR NBD	5YR IOR 24x7x8hr	2005 16B B16
54Y4802	SD795	SOF 3YR IOR NBD	5YR IOR 24x7x8hr	2005 32B B32
54Y4803	SD796	SOF 3YR IOR NBD	5YR IOR 24x7x8hr	3573 F3H L3H 3573 L4H L4U
54Y4804	SD797	SOF 3YR IOR NBD	5YR IOR 24x7x8hr	3573 F3S L2U 3573 L32 L3S
54Y4805	SD798	SAP 3YR IOR NBD	5YR IOR 24x7x8hr	3576 E9U
54Y4806	SD799	SAP 3YR IOR NBD	5YR IOR 24x7x8hr	3576 L5B
54Y4807	SD800	SOF 3YR IOR NBD	5YR IOR 24x7x8hr	3582 L23

Five-year on-site 6 hour committed service

The following part numbers are available in the following countries:

- Austria
- Germany
- Turkey

ServicePac part number	ID	Base warranty	ServicePac description	Eligible machine type model
51J8656	SD540	SAP 3YR IOR NBD	3YR IOR 24x7x6hr	1726 All models
51J8659	SD543	SAP 3YR IOR NBD	3YR IOR 24x7x6hr	1727 All models
51J8662	SD546	SAP 3YR IOR NBD	3YR IOR 24x7x6hr	1812 81H
51J8665	SD549	SOF 3YR IOR NBD	3YR IOR 24x7x6hr	1812 81A
51J8668	SD552	SAP 3YR IOR NBD	3YR IOR 24x7x6hr	1812 8VH
51J8671	SD555	SAP 3YR IOR NBD	3YR IOR 24x7x6hr	1814 70H
51J8674	SD558	SOF 3YR IOR NBD	3YR IOR 24x7x6hr	1814 80A
51J8677	SD561	SAP 3YR IOR NBD	3YR IOR 24x7x6hr	1814 82H
51J8680	SD564	SOF 3YR IOR NBD	3YR IOR 24x7x6hr	1814 82A
51J8683	SD567	SAP 3YR IOR NBD	3YR IOR 24x7x6hr	1814 7VH
51J8686	SD570	SAP 3YR IOR NBD	3YR IOR 24x7x6hr	1815 80H
51J8689	SD573	SOF 3YR IOR NBD	3YR IOR 24x7x6hr	1815 80A
51J8692	SD576	SAP 3YR IOR NBD	3YR IOR 24x7x6hr	1815 82H
51J8695	SD579	SOF 3YR IOR NBD	3YR IOR 24x7x6hr	1815 82A
51J8698	SD582	SAP 3YR IOR NBD	3YR IOR 24x7x6hr	1815 84H
51J8701	SD585	SOF 3YR IOR NBD	3YR IOR 24x7x6hr	1815 84A
51J8704	SD588	SAP 3YR IOR NBD	3YR IOR 24x7x6hr	1815 88H
51J8707	SD591	SOF 3YR IOR NBD	3YR IOR 24x7x6hr	1815 88A
51J8710	SD594	SAP 1YR IOR NBD	3YR IOR 24x7x6hr	2005 16B
51J8713	SD597	SOF 1YR IOR NBD	3YR IOR 24x7x6hr	2005 B16
51J8716	SD600	SAP 1YR IOR NBD	3YR IOR 24x7x6hr	2005 32B
51J8719	SD603	SOF 1YR IOR NBD	3YR IOR 24x7x6hr	2005 B32
51J8722	SD606	SAP 3YR IOR NBD	3YR IOR 24x7x6hr	3573 F3H L3H 3573 L4H
51J8725	SD609	SOF 3YR IOR NBD	3YR IOR 24x7x6hr	3573 L4U
51J8728	SD612	SAP 3YR IOR NBD	3YR IOR 24x7x6hr	3573 F3S L32 3573 L3S
51J8731	SD615	SOF 3YR IOR NBD	3YR IOR 24x7x6hr	3573 L2U
51J8734	SD618	SAP 1YR IOR NBD	3YR IOR 24x7x6hr	3576 E9U

51J8737	SD621	SAP	1YR	IOR	NBD	3YR	IOR	24x7x6hr	3576	L5B
51J8740	SD624	SOF	3YR	IOR	NBD	3YR	IOR	24x7x6hr	3582	L23

The following part numbers are available in the following countries:

- Austria
- Germany
- Turkey

ServicePac part number	ID	Base warranty				ServicePac description	Eligible machine type model
84Y2738	SD905	SAP	1YR	IOL	NBD	3YR IOR 24x7x6hr	3572 All models 4002 BY4
84Y2739	SD906	SAP	1YR	IOL	NBD	3YR IOR 24x7x6hr	4002 AC2 C2A 4002 BC2 C2B 4002 AC4 C4A 4002 AG4 G4A
84Y2740	SD907	SAP	1YR	IOL	NBD	3YR IOR 24x7x6hr	4002 BC4 C4B 4002 AG5 G5A
84Y2741	SD908	SAP	1YR	IOL	NBD	3YR IOR 24x7x6hr	4002 AX2 XA2 4002 AC5 C5A 4273 48E E48
84Y2742	SD909	SAP	1YR	IOL	NBD	3YR IOR 24x7x6hr	3758 32E B32 4002 BC5 C5B
84Y2743	SD910	SOF	1YR	IOL	NBD	3YR IOR 24x7x6hr	2101 N42
84Y2744	SD911	SOF	3YR	IOL	NBD	3YR IOR 24x7x6hr	1814 52A 1814 92H 2858 A12
84Y2745	SD912	SOF	1YR	24x7x4		3YR IOR 24x7x6hr	1818 D1A
84Y2746	SD913	SOF	3YR	IOL	NBD	3YR IOR 24x7x6hr	2858 A22
84Y2747	SD914	SOF	3YR	IOL	NBD	3YR IOR 24x7x6hr	1814 20A 1814 94H 98H
84Y2748	SD915	SOF	1YR	24x7x4		3YR IOR 24x7x6hr	1818 51A 1818 G1A
84Y2749	SD916	SOF	1YR	24x7x4		3YR IOR 24x7x6hr	1818 53A
88Y9456	SD919	SAP	3YR	IOL	NBD	3YR IOR 24x7x6hr	3580 S5E
91Y3163	SD922	SAP	3YR	IOL	NBD	3YR IOR 24x7x6hr	3580 S5X
91Y3883	SD941	SAP	3YR	IOL	NBD	3YR IOR 24x7x6hr	1746 A2D A2S 1746 C2A
91Y3884	SD942	SAP	3YR	IOL	NBD	3YR IOR 24x7x6hr	1746 A4E E4A 1746 E4T T4E 1747 24X HC2
91Y3885	SD943	SAP	3YR	IOL	NBD	3YR IOR 24x7x6hr	1746 A4D A4S 1746 C4A C4T 1746 T4D
91Y3886	SD944	SAP	3YR	IOL	NBD	3YR IOR 24x7x6hr	1746 A2E E2A 1747 12X HC1 4002 BY2 CY2

Four-year on-site 6 hour committed service

The following part numbers are available in the following countries:

- Austria
- Germany
- Turkey

ServicePac part number	ID	Base warranty				ServicePac description	Eligible machine type model
54Y4760	SD753	SAP	3YR	IOR	NBD	4YR IOR 24x7x6hr	1726 All models
54Y4761	SD754	SAP	3YR	IOR	NBD	4YR IOR 24x7x6hr	1727 All models
54Y4762	SD755	SOF	3YR	IOR	NBD	4YR IOR 24x7x6hr	1812 81A 81H 1812 8VH
54Y4763	SD756	SOF	3YR	IOR	NBD	4YR IOR 24x7x6hr	1814 70A 70H
54Y4764	SD757	SAP	3YR	IOR	NBD	4YR IOR 24x7x6hr	1814 7VH

54Y4765	SD758	SOF	3YR	IOR	NBD	4YR	IOR	24x7x6hr	1814	72A	72H
54Y4766	SD759	SOF	3YR	IOR	NBD	4YR	IOR	24x7x6hr	1815	80A	80H
									1815	81A	82H
54Y4767	SD760	SOF	3YR	IOR	NBD	4YR	IOR	24x7x6hr	1815	84A	84H
54Y4768	SD761	SOF	3YR	IOR	NBD	4YR	IOR	24x7x6hr	1815	88A	88H
54Y4769	SD762	SOF	3YR	IOR	NBD	4YR	IOR	24x7x6hr	2005	16B	B16
54Y4770	SD763	SOF	3YR	IOR	NBD	4YR	IOR	24x7x6hr	2005	32B	B32
54Y4771	SD764	SOF	3YR	IOR	NBD	4YR	IOR	24x7x6hr	3573	F3H	L3H
									3573	L4H	L4U
54Y4772	SD765	SOF	3YR	IOR	NBD	4YR	IOR	24x7x6hr	3573	F3S	L2U
									3573	L32	L3S
54Y4773	SD766	SAP	3YR	IOR	NBD	4YR	IOR	24x7x6hr	3576	E9U	
54Y4774	SD767	SAP	3YR	IOR	NBD	4YR	IOR	24x7x6hr	3576	L5B	
54Y4775	SD768	SOF	3YR	IOR	NBD	4YR	IOR	24x7x6hr	3582	L23	

Five-year on-site 6 hour committed service

The following part numbers are available in the following countries:

- Austria
- Germany
- Turkey

ServicePac part number	ID	Base warranty				ServicePac description	Eligible machine type model
54Y4808	SD801	SAP	3YR	IOR	NBD	5YR IOR 24x7x6hr	1726 All models
54Y4809	SD802	SAP	3YR	IOR	NBD	5YR IOR 24x7x6hr	1727 All models
54Y4810	SD803	SOF	3YR	IOR	NBD	5YR IOR 24x7x6hr	1812 81H 81A
							1812 8VH
54Y4811	SD804	SOF	3YR	IOR	NBD	5YR IOR 24x7x6hr	1814 70A 70H
54Y4812	SD805	SAP	3YR	IOR	NBD	5YR IOR 24x7x6hr	1814 7VH
54Y4813	SD806	SOF	3YR	IOR	NBD	5YR IOR 24x7x6hr	1814 72A 72H
54Y4814	SD807	SOF	3YR	IOR	NBD	5YR IOR 24x7x6hr	1815 80A 80H
							1815 81A 82H
54Y4815	SD808	SOF	3YR	IOR	NBD	5YR IOR 24x7x6hr	1815 84A 84H
54Y4816	SD809	SOF	3YR	IOR	NBD	5YR IOR 24x7x6hr	1815 88A 88H
54Y4817	SD810	SOF	3YR	IOR	NBD	5YR IOR 24x7x6hr	2005 16B B16
54Y4818	SD811	SOF	3YR	IOR	NBD	5YR IOR 24x7x6hr	2005 32B B32
54Y4819	SD812	SOF	3YR	IOR	NBD	5YR IOR 24x7x6hr	3573 F3H L3H
							3573 L4H L4U
54Y4820	SD813	SOF	3YR	IOR	NBD	5YR IOR 24x7x6hr	3573 F3S L2U
							3576 L32 L3S
54Y4821	SD814	SAP	3YR	IOR	NBD	5YR IOR 24x7x6hr	3576 E9U
54Y4822	SD815	SAP	3YR	IOR	NBD	5YR IOR 24x7x6hr	3576 L5B
54Y4823	SD816	SOF	3YR	IOR	NBD	5YR IOR 24x7x6hr	3582 L23

Warranty service upgrade (WSU)

Warranty service upgrades enhance the level of service from the base warranty service associated with the machine type and model. A warranty service upgrade can include single elements or combinations of:

- Extended hours of coverage
- Upgraded service delivery method (SDM)
- Higher level of response time objective

Service delivery method

IBM On-site Repair (IOR): Repair is performed at the customer site. If the machine cannot be fixed with the help of IBM remote support, the repair activity is performed by an IBM representative at the customer's site.

The term *screening* refers an initial remote problem determination (PD) or problem source identification (PSI) activity on a customer's service request that is performed

by technical support personnel. Typically, this is the first technical activity performed after the service request has been entered into the call management system and the customer has been entitled. Call screening results in the creation of the initial action plan to resolve the service request.

ServicePac response time

Committed service means that IBM will guarantee to restore the affected machine to good working order within an average of 6, 8, or 24 hours from the time the problem is initially reported to IBM. This committed service time is dependent on the ServicePac part number ordered. The restoration of system readiness does not include installation or configuration of system and application software.

These ServicePac offerings do not cover the repair of damage to the machine caused by failure to provide a suitable environment as prescribed by IBM, accident, disaster, misuse, abuse, non-IBM modifications of the machine, attachment of non-IBM features, or by unauthorized service on the machine. IBM does not warrant the loss or corruption of data or programs.

The customer is responsible for the reconstruction of lost or corrupted programs.

Items classified as consumable supplies or accessories are not covered under this service offering.

To be eligible for service you must follow the registration instructions, on the registration email received upon purchase and must successfully register the ServicePac offering.

Hours of coverage

- 9x5 coverage - 9 hours per day, Monday through Friday, excluding public and national holidays
- 24x7 coverage - 24 hours per day, Monday through Sunday, 365 days a year

Limitations with respect to replacements or to parts for services upgrades:

Products classified as consumable supplies, such as peripheral devices and accessories like external displays, are not covered by this service.

Repair parts and replacement machines, which may be furnished on an exchange basis, may not be new, but will be in good working order. All replaced parts and machines become the property of IBM. Some parts of IBM machines are designated as customer replaceable units (CRUs), enabling you to replace these parts. CRU information and replacement instructions are shipped with your IBM machines and are available from IBM at any time on your request. You may be offered to install a CRU yourself or you may request IBM to install it as part of this service. You must return all defective CRUs to IBM in accordance with the return instructions issued with the replacement CRU. Certain machines require machine code or licensed internal code (LIC), such as microcode or system code, to correctly function. For such machines, you are responsible for downloading designated machine code and LIC updates from an IBM website or from other electronic media, and following the instructions that IBM provides.

For a full definition of IBM maintenance services, visit

<http://www.ibm.com/services/europe/maintenance/operational-guides.html>

Prices

For pricing information, contact your IBM representative or your IBM Business Partner.

Announcement countries

- Austria
- Bulgaria¹
- Croatia
- Czech Republic
- Germany
- Hungary
- Morocco²
- Poland
- Romania³
- Serbia
- Slovakia
- Slovenia
- Switzerland
- Tunisia⁴
- Turkey⁵

¹ Limited to Sofia and up to 75 km from Sofia

² Restricted to 50km of Casablanca/Rabat

³ Maximum distance, 100Km from Bucharest and/or 100Km from Timisoara

⁴ Restricted to 50km of Tunis

⁵ 24x7x24hr Istanbul, Ankara, Izmir region only. Please ask for the other cities in the same region 24x7x6hr Istanbul, Ankara and Izmir only

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